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CONSUMER CHOICE AND THE HEALTH CARE INDUSTRY

Consumer choice and patient satisfaction are now the driving forces that influence policy, strategy, operations, and investment decisions throughout the health care industry. A recent survey indicates that 83% of 321 senior executives from 70 representative industry components either agree or strongly agree with this premise. The evidence supporting this recent trend is a departure from the previous position that the payers' desire for low cost, not consumer choice, was the primary driver of health care innovation.

President Clinton's February 20 executive order extends Patients' Bill of Rights protections to federally funded health plans. This extension includes Medicare, Medicaid, the Federal Employee Health Benefits Program, and veterans plans. The Administration anticipates that most of the changes required to bring federal health plans in compliance with the Bill of Rights standards can be achieved through regulation.

1. ASSESSMENT OF MEDICAL CARE BY ELDERLY PEOPLE: GENERAL SATISFACTION AND PHYSICIAN QUALITY. Lee, Y. *Health Serv Res* 32:741-57, Feb '98.
2. CHARTING PATIENT SATISFACTION. Bell, R. *Marketing Health Serv* 17:22-9, Sum '97.
3. CLIENT SATISFACTION DATA AND QUALITY IMPROVEMENT PLANNING IN MANAGED MENTAL HEALTH CARE ORGANIZATIONS. Ingram, BL. *Health Care Manage Rev* 22:40-52, Sum '97

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4. HEALTH PLAN REPORT CARDS: EXPLORING DIFFERENCES IN PLAN RATINGS. Scanlon, DP. *J Qual Improvement* 24:5-20, Jan '98.
5. THE INCREASING IMPORTANCE OF PATIENT EMPOWERMENT AND ITS POTENTIAL EFFECTS ON HOME HEALTH CARE INFORMATION SYSTEMS AND TECHNOLOGY. Bruegel, RB. *Home Health Care Manage Prac* 10(2):69-75, '98.
6. INFORMING CONSUMER DECISIONS IN HEALTH CARE: IMPLICATIONS FROM DECISION-MAKING RESEARCH. Hibbard, JH. *Milbank Q* 75(3):395-415, '97.
7. THE INFLUENCE OF THE MASS MEDIA ON THE SELECTION OF PHYSICIANS. Trandel-Koreenchuk, DM. *J Ambulatory Care Manage* 21:48-66, Jan '98.
8. PATIENT SATISFACTION WITH THE GENERAL PRACTITIONER. Sixma, HJ. *Med Care* 36:212-29, Feb '98.
9. RETAINING CUSTOMERS IN A MANAGED CARE MARKET. Gemme, EM. *Marketing Health Serv* 17:19-21, Fall '97.
10. STUDY SUGGESTS PATIENT RIGHTS PROPOSALS MAY REFLECT MARKET TRENDS. *Health Legislation and Regulation* 24:3-4, 18 Feb '98.

CESAREAN SECTIONS

For more than a decade, cesarean delivery has been the most frequently performed major operation in the United States. During the 1980s, cesarean rates rose sharply, and almost half of this increase was due to repeat cesarean deliveries. According to a recent National Center for Health Statistics' report entitled, "Rates of Cesarean Birth and Vaginal Births After Previous Cesarean, 1991-95", one in five births in the United States is delivered by cesarean section. The 1995 cesarean rate of 20.8 per 100 births is down 8% from the 1991 rate. Cesarean rates increase with age. Women with higher educational levels and those who receive adequate prenatal care have higher rates of cesarean delivery. Recent literature suggests that the rate of cesarean delivery is very important because of the greater potential risk to mother and infant during a surgical procedure and the higher health care costs for this type of delivery.

11. THE ASSOCIATION OF PLACENTA PREVIA WITH HISTORY OF CESAREAN DELIVERY AND ABORTION: A METAANALYSIS. Ananth, CV. *Am J Obstet Gynecol* 177:1071-8, Nov '97.
12. AVOIDING LABOR PROBLEMS DURING VAGINAL BIRTH AFTER CESAREAN DELIVERY. Scott, JR. *Clin Obstet Gynecol* 40:533-41, Sep '97.
13. BRACHIAL PLEXUS PALSY ASSOCIATED WITH CESAREAN SECTION: AN IN UTERO INJURY? Gherman, RB. *Am J Obstet Gynecol* 177:1162-4, Nov '97.
14. ELECTIVE REPEAT CESAREAN SECTION VERSUS TRIAL OF LABOUR: THE NEONATOLOGIST'S VIEW. Boyers, SP. *Lancet* 351:155, 17 Jan '98.
15. OBSTETRIC OUTCOME IN 100 WOMEN WITH SEVERE ANXIETY OVER CHILDBIRTH. Sjögren, B. *Acta Obstet Gynecol Scand* 76:948-52, Nov '97.
16. PERINATAL TRANSMISSION OF HUMAN PAPILLOMAVIRUS IN INFANTS: RELATIONSHIP BETWEEN INFECTION RATE AND MODE OF DELIVERY. Chih-Jen, T. *Obstet Gynecol* 91:92-6, Jan '98.
17. TRENDS IN STIMULATION AND INDUCTION OF LABOR 1989-1995. Mathews, TJ. *Stat Bull* 78:20-6, Oct-Dec '97.
18. THE USE OF ACUTE HEMODILUTION IN PARTURIENTS UNDERGOING CESAREAN SECTION. Grange, CS. *Am J Obstet Gynecol* 178:156-60, Jan '98.
19. USING EVIDENCE-BASED MEDICINE TO OPTIMIZE CESAREAN SECTION OUTCOMES. Porter, TF. *Clin Obstet Gynecol* 40:542-7, Sep '97.
20. VAGINAL BIRTH AFTER CESAREAN DELIVERY. Flamm, BL. *Obstet Gynecol* 90:907-10, Dec '97.

CHILDREN'S HEALTH INSURANCE AND ACCESS TO HEALTH CARE

Millions of children still lack health insurance and face barriers to health care. The literature indicates that in 1996, nearly 11 million children were uninsured and at least 3.3 million American children under age 13, and more than 1 million children age 13 or over, were eligible for Medicaid but not insured. The prospects of expanding health insurance for children improved markedly with the enactment of the Balanced Budget Act of 1997. This act established, among others, the Children's Health Insurance Program (CHIP) which includes spending between \$25 and \$40 billion over a five-year period to increase children's health insurance coverage. Research indicates that increased access to health care and the use of primary care by children should substantially improve the health of children. AHCPR's Medical Expenditure Panel Survey (MEPS), a comprehensive survey of health care in the United States, includes data on children's health

insurance.

21. ACCESS TO HEALTH CARE. PART 1: CHILDREN. Simpson, G. *Vital Health Stat* 10:1-46, Jul '97.
22. BARRIERS TO HEALTH CARE FOR STREET YOUTH. Geber, GM. *J Adolesc Health* 21:287-90, Nov '97.
23. CHILDREN'S HEALTH INSURANCE, ACCESS TO CARE, AND HEALTH STATUS: NEW FINDINGS. Weinick, RM. *Health Aff* 17:127-36, Mar-Apr '98.
24. EXPANDING HEALTH INSURANCE COVERAGE FOR UNINSURED CHILDREN: THE NEXT STEP IN HEALTH CARE REFORM? Markus, AR. *J Am Board Fam Pract* 10:363-9, Sep-Oct '97.
25. EXPANDING HEALTH INSURANCE FOR CHILDREN: EXAMINING THE ALTERNATIVES. Fronstin, P. *EBRA Issue Brief* 187:1-22, Jul '97.
26. HEALTH INSURANCE AND ACCESS TO PRIMARY CARE FOR CHILDREN. Newacheck, PW. *N Engl J Med* 338:513-9, 19 Feb '98.
27. HEALTH INSURANCE FOR CHILDREN—A MODEL FOR INCREMENTAL HEALTH REFORM? Budetti, PP. *N Engl J Med* 338:541-2, 19 Feb '98.
28. HEALTH INSURANCE FOR LOW-INCOME WORKING FAMILIES. EFFECT ON THE PROVISION OF IMMUNIZATIONS TO PRESCHOOL-AGE CHILDREN. Rodewald, LEI. *Arch Pediatr Adolesc Med* 151:798-803, Aug '97.
29. MILLIONS FACE OBSTACLES IN ACCESSING MEDICAL CARE. *AHCPR Res Activities* 210:9, Nov '97.
30. MILLIONS OF AMERICAN CHILDREN STILL LACK HEALTH INSURANCE AND FACE BARRIERS TO CARE. *AHCPR Res Activities* 214:11-2, Mar-Apr '98.

IMPROVING FAIRNESS IN ORGAN TRANSPLANT ALLOCATION

Since the enactment of the National Organ Transplant Act of 1984, more people are benefiting from organ transplants and survival rates are improving. However, the demand for organs is growing and many people do not get a much needed transplant because allocation is based on local needs instead of broader regional or national allocation. Recently, Secretary Shalala of Health and Human Services announced a change to this system by asking the Organ Procurement and Transplantation Network to develop new policies which would supply organs first to those with the greatest need, and not to those in specific geographic regions. They would also develop guidelines on when patients should be put on waiting lists, and formulate medically objective

uniform standards for selecting patients with the greatest need.

31. ETHICS OF A PAIRED-KIDNEY-EXCHANGE PROGRAM. Ross, LF. *N Engl J Med* 336:1752-5, 12 June '97.
32. HHS FINAL RULE WOULD ALLOCATE ORGANS BASED ON MEDICAL CRITERIA, NOT ON GEOGRAPHY. *BNA's Health Care Policy Rep* 6:526, 30 Mar '98.
33. THE HIGH GRADE MATCH KIDNEY SHARING ALGORITHM OF THE SOUTH-EASTERN ORGAN PROCUREMENT FOUNDATION (SEOPF). McCune, TR. *Transplantation* 64:860-4, Sep '97.
34. THE IMPACT OF IMPROVEMENTS IN PROCUREMENT AND UTILIZATION ON US LIVER RECIPIENTS. Harper, AM. *Transplant Proc* 39:3444-6, Dec '97.
35. KIDNEY TRANSPLANT CANDIDATES' VIEWS OF THE TRANSPLANT ALLOCATION SYSTEM. Louis, ON. *J Gen Intern Med* 12:478-84, Aug '97.
36. LONG-TERM OUTCOMES OF KIDNEY TRANSPLANTATION FROM EXPANDED CRITERIA DONORS: A SINGLE CENTER EXPERIENCE. Golconda, MS. *Transplant Proc* 29:3379-81, Dec '97.
37. NEW TRANSPLANT POLICY. Hensley, S. *Modern Healthc* 27:14, 30 June '97.
38. ORTHOTOPIC LIVER TRANSPLANTATION IN HIGH-RISK PATIENTS. Gayowski, T. *Transplantation* 65:499-504, 27 Feb '98.
39. PRIORITIES FOR LUNG TRANSPLANTATION. Dark, JH. *Lancet* 351:4-5, 3 Jan '98.
40. SAVE A HEART, SAVE A LIFE. Swan, H. *Hosp & Health Netw* 71:96, 5 Apr '97.

REINVENTING GOVERNMENT

Since 1990, the management staff of the Parklawn Health Library has selected 10 journal articles per month on innovative management techniques to appear in each Bulletin. First entitled "Total Quality Management," this recurring bibliography was recently renamed "Reinventing Government" to reflect and support the Administration's efforts to create a government that works better and costs less.

41. CAN TECHNOLOGY REALLY HELP YOUR RESULTS ACT IMPLEMENTATION. Stokes, AA. *Public Manage* 26:21-4, Fall '97.
42. IMPLEMENTING INFORMATION TECHNOLOGY INNOVATIONS: THE ACTIVITY-BASED COSTING EXAMPLE. Krumwiede, KR. *SAM Advanced Manage J* 62:4-31, Aut '97.
43. LEGAL CONSIDERATIONS FOR SOLVING THE YEAR 2000 SOFTWARE CRISIS. Hock, SL. *Information Strategy* 14:15-20, Spr '98.
44. RACE, SEX, AND PERFORMANCE RATINGS IN THE FEDERAL SERVICE. Lewis, GB. *Public Admin Rev* 57:479-89, Nov-Dec '97.
45. STRATEGY IN THE NEW ECONOMY. Tapscott, D. *Strategy & Leadership* 25:8-14, Nov-Dec '97.
46. SUCCESSFUL KNOWLEDGE MANAGEMENT PROJECTS. Davenport, TH. *Sloan Manage Rev* 39:43-57, Win '98.
47. USING SMART CARDS IN ELECTRONIC COMMERCE. McElroy, D. *Int J Information Manage* 18:61-72, Feb '98
48. WEAVING A BETTER WEB. Mace, S. *Byte* 23:58-68, Mar '98.
49. WRAP YOUR ORGANIZATION AROUND EACH CUSTOMER. Harari, O. *Manage Rev* 86:29-32, Dec '97.
50. ZAP! HOW THE YEAR 2000 BUG WILL HURT THE ECONOMY. Mandel, MJ. *Business Week* 93-7, 2 Mar '98.

SUBSTANCE ABUSE AND POSTTRAUMATIC STRESS DISORDER

The relationship between substance abuse (SA) and posttraumatic stress disorder (PTSD) has become a prominent clinical concern since studies have shown that patients who seek treatment for either SA or PTSD have relatively high rates of comorbidity for the other disorder. The literature indicates that female substance abusers show high rates of this dual diagnosis which frequently develops from a history of repetitive childhood physical and/or sexual assault. Rates for substance abusing males are 2-3 times lower and typically stem from combat or crime-related trauma. Research indicates the importance of determining whether SA is primary or secondary to PTSD in choosing effective treatment strategies. For patients whose substance abuse is primary to PTSD, the treatment approach should address substance use first since, if untreated, it will continue to facilitate additional traumatic exposures. Conversely, for patients whose substance abuse is secondary to PTSD and may thus be a means to deaden the psychological and

physiological symptoms of PTSD, treatment should be focused on reducing those symptoms. Both NIDA and NIMH are funding research investigating the comorbidity of SA and PTSD.

51. COCAINE DEPENDENCE WITH AND WITHOUT PTSD AMONG SUBJECTS IN THE NATIONAL INSTITUTE ON DRUG ABUSE COLLABORATIVE COCAINE TREATMENT STUDY. Najavits, LM. *Am J Psychiatry* 155:214-9, Feb '98.
52. GABAPENTIN ABUSE IN A COCAINE USER: IMPLICATIONS FOR TREATMENT? Markowitz, JS. *J Clin Psychopharmacol* 17:423-4, Oct '97.
53. THE LINK BETWEEN SUBSTANCE ABUSE AND POSTTRAUMATIC STRESS DISORDER IN WOMEN. Najavits, LM. *Am J Addict* 6:273-83, Fall '97.
54. MULTIVARIATE ANALYSES OF POSTTRAUMATIC STRESS DISORDER AND ALCOHOL AND DRUG DEPENDENCE IN 3304 TWIN PAIR MEMBERS OF THE VIETNAM ERA TWIN REGISTRY. True, WR. *Behav Genet* 27:608, Nov '97.
55. POSTTRAUMATIC STRESS DISORDER AND SUBSTANCE ABUSE: USE OF RESEARCH IN A CLINICAL SETTING. Dansky, BS. *J Trauma Stress* 10(1):141-8, '97.
56. POSTTRAUMATIC STRESS DISORDER IN SUBSTANCE ABUSE PATIENTS: RELATIONSHIP TO 1-YEAR POSTTREATMENT OUTCOMES. Ouimette, PC. *Psychol Addict Behav* 11:34-47, Mar '97.
57. PREVALENCE AND RISK FACTORS FOR POSTTRAUMATIC STRESS DISORDER AMONG CHEMICALLY DEPENDENT ADOLESCENTS. Deykin, EY. *Am J Psychiatry* 154:752-7, June '97.
58. TRAUMATIC EVENTS AND POST-TRAUMATIC STRESS DISORDER IN COCAINE USERS ENTERING PRIVATE TREATMENT. Wasserman, DA. *Drug Alcohol Depend* 46:1-8, 6 June '97.
59. USE OF SELF-REPORT MEASURES OF CRIME-RELATED POSTTRAUMATIC STRESS DISORDER WITH SUBSTANCE USE DISORDERED PATIENTS. Dansky, BS. *J Subst Abuse Treat* 14:431-7, Sep-Oct '97.
60. VALIDITY OF SUBSTANCE USE SELF-REPORTS IN DUALY DIAGNOSED OUTPATIENTS. Weiss, RD. *Am J Psychiatry* 155:127-8, Jan '98.

SELECTED NEW ACQUISITIONS

To permit review of all books and reports in this list, they will not be circulated until three weeks from the date of this Bulletin. All materials are available for review on the NEW BOOKS display shelf near the Service Desk of the Library. You may reserve any book simply by completing the yellow strip form available on the display shelf.

DRUG ABUSE

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I36c | COCAINE-EXPOSED
INFANTS: SOCIAL
LEGAL, AND PUBLIC
HEALTH ISSUES. Inciardi,
James A. Thousand Oaks,
CA, Sage Publications, 1997,
116 p. | WM
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Oaks, CA, Sage Publications,
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AND SPECIAL SETTINGS.
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309 p. | WL
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N3984 | NEUROLEPTIC-INDUCED
MOVEMENT DISORDERS.
New York, NY, Cambridge
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J2378 | DOIN' DRUGS:
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TX, University of Texas
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Association, 1997, 458 p. |
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Washington, DC, National Institute for
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Fisher, Philip A. New York,
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Chicago, IL, Health
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National Academy Press,
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K255 KEEPING TOMORROW IN
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Los Angeles, CA, Lowell
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C1606 | CANCER SOURCEBOOK
FOR WOMEN: BASIC
INFORMATION ABOUT
SPECIFIC FORMS OF
CANCER THAT AFFECT
WOMEN, FEATURING
FACTS ABOUT BREAST
CANCER, CANCER OF
THE UTERUS AND
UTERINE SARCOMA,
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OF THE VULVA;
STATISTICAL AND
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SUGGESTIONS AND
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FERTILITY BOOK:
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Marrs, Richard P. New York,
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Brody, Stuart. New
Brunswick, NJ, Transaction
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Anegelo P. Thousand Oaks,
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AND TRADITIONAL
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Anne. New York, NY,
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T3979 | WOMAN TO WOMAN: A
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This dictionary contains approximately 500 alphabetically arranged entries of psychologists worldwide whose work is of significance to psychology. Each entry includes biographical details of birth and death, nationality, professional interests, education and appointments, awards and honors. Also included are principal publications of the entrant and further reading which list critical materials about the entrant or the entrant's field of interest. A short biographical and critical appreciation completes the entry. The dictionary also contains four indexes that help the reader to use it:

- Index of Names
- Index of Key Terms
- Index of Interests
- Index of Institutions

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This dictionary is the first comprehensive guide to the terminology used in eldercare. Its 750 entries include almost every nonmedical term used in the care of older adults. It is designed to help both professionals seeking authoritative information and consumers requiring straightforward explanations to unfamiliar terms and concepts. Key areas of coverage include:

- Home Care
- Housing
- Medicare
- Medicaid
- Private insurance for long-term care and Medigap coverage
- Managed Care
- Social Security

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Topic	Bulletin No.	Date
Emotional Intelligence and the Workplace Breast Cancer and Mortality Child Neglect Pediatric Ear Infections and Treatment Options Reinventing Government Selective Serotonin Reuptake Inhibitors Substance Abuse Programs and the Homeless	458	January 1998
Computer Compliance in the year 2000 Child Care Services Native American Mental Health Presidential Advisory Commission's "Consumer Bill of Rights and Responsibilities" Reinventing Government Substance Abuse and Impaired Drivers Sudden Infant Death and Maternal Smoking	459	February 1998
Public Health Surveillance Cigarette Smoking and Adults Cultural Competence in Medical Care The Disabled Elderly Federally Funded Treatment Programs Genetics of Schizophrenia Reinventing Government	460	March 1998

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